



SEATTLE

GENERAL INFORMATION

Position Title: Audience Service Supervisor

Pay Status: Exempt _____ Non-Exempt ___X___

Job Status: full-time, seasonal

Reports To: Director of Ticketing and Audience Services

Supervises: Audience Services Staff

Employer: TZZ LLC

Position Dates: October 2022 - February 2023

Pay Rate: \$20-22/hr DOE

POSITION SUMMARY:

The Audience Service Supervisor monitors box office sales and staff when the Director of Ticketing & Audience Services is not in office. They will ensure exemplary customer service and accurate information for Teatro ZinZanni patrons. This position is responsible for guest and VIP relations, group sales relations, and resolution of verbal and written complaints. This position also assists as needed the Director of Ticketing & Audience Services with daily operations, sales analysis and reporting, and overall management of ticket sales transactions for the Teatro ZinZanni Box Office. On show nights, they will be required to be an on site representative for the Box Office and Group Sales teams.

SHOW SUMMARY:

Teatro ZinZanni presents a full evening of entertainment, combining cirque artists, European cabaret, contortionists, jugglers and illusionists with live music and a gourmet multi-course meal. Our newest show “Coming Home” will be performed at Sodo Park in partnership with Herban Feast.

ESSENTIAL FUNCTIONS

Operations

- Oversees and processes all NOS packages and guarantees smooth hand over from the Box Office to Restaurant operations. Manage the effective and accurate creation, distribution and communication of all night-of-show customer special needs and requests to the restaurant team, including but not limited to dietary restrictions, special seating requests, prepaid items, accessibility requirements, celebration and VIP notes, etc.
- Assists Director of Ticketing & Audience services in the hiring, training, scheduling, and supervision of Box Office staff when needed.
- Ensure that staff is fully trained in handling customer issues and needs, explaining company policies and show information, and are able to provide all guests a positive and lasting first impression by offering a superior individualized guest experience.

- Work as a team member to help process regular single ticket and pre-order sales to the general public.

Group Sales

- Help field incoming inquiries
- Support Director of Ticketing and Audience Services in admin needs
- Act as an on-site Group Sales representative and assist with pre-show needs including lobby rentals, printing of vouchers, NOS greeting of groups etc

Guest Relations

- Review the nightly guide and comments fields in order to ensure special requests are communicated properly to the restaurant and/or merchandise team.
- Respond to patrons with customer service concerns as soon as possible, working to resolve any specific issues in a friendly and professional manner with a customer-centric mindset.
- Responsible for timely resolution of guest issues/complaints and the communication of those issues to the General Manager
- Manage the customer feedback survey in cooperation with the marketing and restaurant departments, compiling weekly survey reports and data, and distributing results to all interested parties.
- Works as an on site representative for the Box Office in the event of any customer service issues night of show.

Administrative

- Maintain the box office and general info email accounts and respond to all incoming emails when in office.
- Serves as secondary contact with ShoWare and is fully knowledgeable of the Showare ticketing system.
- Check event and performance builds in ShoWare for accuracy and promptly communicate any needed corrections/edits to Director of Ticketing & Audience Services.

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

- Advanced diplomatic and communications skills.
- Ability to work well with the public possessing excellent customer service instincts and background/skills.
- Excellent written and verbal skills.
- Ability to responsibly handle competing priorities and very tight deadlines.
- Creative problem solving skills.
- Proficient at Microsoft Office (Word and Excel).
- Working knowledge of ticketing software systems (ShoWare, etc) highly desirable
- The ability to work as part of a team environment and motivate others.
- Excellent organizational skills and ability to multi-task a must.
- Demonstrated grace under pressure.
- Ability to make decisions during high-pressure situations.

WORKING SCHEDULE/ENVIRONMENT

Work is in an office and restaurant environment with a remote option on non show days.

On non show weeks, schedule is Tuesday through Friday from 11:30am-5:00pm. While shows are running, the schedule is Tuesday-Sunday 11:30am-8:00pm on show days or 11:30am-5pm on non show days. Specific hours and days of the week may vary due to staffing and show schedule. Monthly schedule will be released by the first Monday of the month preceding.

TZZ LLC IS AN EQUAL OPPORTUNITY EMPLOYER DEDICATED TO A POLICY OF NON-DISCRIMINATION IN EMPLOYMENT (INCLUDING APPLICATION FOR EMPLOYMENT) ON ANY BASIS INCLUDING RACE, COLOR, RELIGION, NATIONAL ORIGIN, ANCESTRY, CITIZENSHIP, SEX, AGE, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, PREGNANCY, VETERAN OR MILITARY STATUS, OR ANY OTHER BASIS PROHIBITED BY LOCAL, STATE, AND FEDERAL LAW.

APPLICANTS WITH DISABILITIES MAY BE ENTITLED TO REASONABLE ACCOMMODATION UNDER THE TERMS OF THE AMERICANS WITH DISABILITIES ACT AND CERTAIN STATE OR LOCAL LAWS. A REASONABLE ACCOMMODATION IS A CHANGE IN THE WAY THINGS ARE NORMALLY DONE WHICH WILL ENSURE AN EQUAL EMPLOYMENT OPPORTUNITY WITHOUT IMPOSING UNDUE HARDSHIP ON TZZ LLC. PLEASE CONTACT TZZ LLC IF YOU NEED ASSISTANCE COMPLETING THIS APPLICATION OR TO OTHERWISE PARTICIPATE IN THE APPLICATION PROCESS.

How to apply:

Please send a cover letter and resume to: boxoffice-jobs@zinzanni.com.